Voicemail & Recordings

To access your voice message portal on all IP phone types, press the **Messages** button.

Quick Touch Reference
The following combination of keys will move you quickly to the action you wish to complete.

Voicemail Set-up
③ ① Record your name
① ② ① Record "busy" greeting
① ③ ① Record "no answer"greeting
⑧ Change password
✳ Return to the main menu

Message Playback
① ① Listen to new messages
② Skip message info

During Message Playback
① Rewind 3 seconds
④ Rewind to beginning
⑤ Play message info
③ Fast forward 3 seconds
⑥ Skip
② Pause
⑦ Delete
Save
✳ Return to the main menu

After Message Playback
⑧ Initiate call to sender
⑨ ① Reply to message
⑨ ② Forward message

If Forwarding Message
① Change current introduction
② Listen to current introduction
③ Send message to specific group members
④ Send message to entire group
⑤ Send message to distribution list
⑥ Set or clear urgent indicator
⑦ Set or clear confidential indicator
✳ Return to Play Messages menu
Repeat menu

If Replying to Message
① Change current reply
② Listen to current reply
③ Send reply
⑥ Set or clear urgent indicator
⑦ Set or clear confidential indicator
✳ Return to Play Messages menu
Repeat menu

Customer care: 800-562-4206

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Hosted PBX / Voice-over IP
User Guide

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Quick Reference Guide

Each phone contains **fixed buttons** reserved for specific functions and **soft keys** whose functions change depending on the phone or call status. Available soft keys are indicated on the LCD screen and refer to the buttons beneath or next to the soft key heading.

Cisco 7940G / Cisco 7960G

To place a call, choose any of the following methods:
- Lift the handset and dial the number.
- Press the line button for your extension, then dial.
- Press the **speaker** button, then dial.
- Press the **NewCall** soft key, then dial.
- If you are using a headset, press the **Headset** button, then dial.

To answer a call, choose any of the following methods:
- Lift the handset.
- To use the speakerphone, press the **Answer** soft key, or press the **Speaker** button.
- If you are using a headset, press the **Headset** button. If necessary, press the line button of the incoming call.

To end a call, choose any of the following methods:
- If you are using the handset, hang up the handset.
- If you are using the speakerphone, press the **EndCall** soft key, or press the **Speaker** button.
- If you are using a headset, press the **EndCall** soft key, or press the **Headset** button.

To redial a number:
- To redial the most recently dialed number, press the **Redial** soft key.

To view missed calls:
- Press the **Directories** button, followed by 1 for missed calls.

To put a call on hold:
- Press the **Hold** soft key.
- To return to the call, press the **Resume** soft key.

To place a conference call:
1. During a call, press the **Confrn** soft key to open a new line and put the first party on hold.
2. Place a call to another number.
3. When the call connects, press the **Join** soft key to add the new party to the call.

To transfer a call (with consultation):
1. During a call, press the **more** soft key, followed by the **Trnsfer** soft key. This will put the call on hold.
2. Dial the number or extension to which you want to transfer the call.
3. After the party answers, you may announce the call to them and then press the **Trnsfer** key to complete the call transfer.

To transfer a call (without consultation):
1. During a call, pres the **more** soft key, followed by the **BlndXfer** soft key. This will put the call on hold.
2. Dial the number or extension to which you want to the transfer the call. The call will be transferred with no further action required.

Polycom SoundPoint 500 IP/ Polycom SoundPoint 600 IP

To place a call, choose any of the following methods:
- Lift the handset and dial the number.
- Press the line button for your extension, then dial.
- Press the **speaker button**, then dial.
- Press the **NewCall** soft key, then dial.
- If you are using a headset, press the **Headset** button, then dial.
- Dial the number you are calling then press the **Dial** soft key.

To answer a call, choose any of the following methods:
- Lift the handset.
- To use the speakerphone, press the **Answer** soft key, or press the **Speaker** button.
- If you are using a headset, press the **Headset** button. If necessary, press the line button of the incoming call.

To end a call, choose any of the following methods:
- If you are using the handset, hang up the handset.
- If you are using the speakerphone, press the **EndCall** soft key, or press the **Speaker** button.
- If you are using a headset, press the **EndCall** soft key, or press the **Headset** button.

To redial a number:
- Press the **Redial** button on the left hand side of the phone.

To view missed calls:
- Press the **Directories** button, followed by 2 for missed calls.

To put a call on hold:
- Press the **Hold** soft key, to return to the call press the **Resume** soft key. Or
- Press the blue **Hold** button, to return to the call press the **Resume** soft key or the blue **Hold** button again.

To place a conference call:
1. During a call, press the **Conference** button to open a new line and put the first party on hold.
2. Place a call to another number.
3. When the call connects, press the **Conference** button again to add the new party to the call.

To transfer a call (with consultation):
1. During a call, press the **Transfer** button, this will put the call on hold.
2. Dial the number or extension to which you want to transfer the call.
3. After the party answers, you may announce the call to them, then press the **Transfer** button to complete the call transfer.

To transfer a call (without consultation):
1. During a call, press the **Transfer** button, this will put the call on hold.
2. Press the **Blind** soft key.
3. Dial the number or extension to which you want to transfer the call, the call will automatically be transferred to this number with no further action required.

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